

Good morning

With reference to the above consultation on the revised eligibility guidance on whether non-household customers in England and Wales are able to switch their retailer, we are content with the guidance itself, and did not respond formally to the consultation.

However, we would like to point out an apparent error in the document. It states that Retail restricted to supply supply authorisation applies in Wales (see below). However, the Ofwat website states [here](#) that a WSSL limited to self-supply can only be granted to supply premises supplied or served using the supply or sewerage system of an appointed company whose area of appointment is wholly or mainly in England. A WSSL limited to self-supply is not available to provide services to premises supplied using the supply system of an appointed company whose area of appointment is wholly or mainly in Wales. The Ofwat Self Supply Guidance <https://www.ofwat.gov.uk/publication/application-guidance-water-supply-sewerage-licence-wssl-limited-self-supply/> also states it is also not possible to use a WSSL limited to self-supply for supplying water to eligible Welsh customers.

Retail restricted to self-supply authorisation - this allows a retailer to supply water retail services to their own premises and those of persons associated with them. It does not allow them to become a retailer for any other premises.

I would be grateful if you could confirm our interpretation is correct.

Thanks and regards

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